

REVISED
5/1/01



USER'S MANUAL
Part 2

1818 Digital Answering System Speakerphone

*Fold open this manual for information
about this product's installation and
operation. Please also read **Part 1** –
Important Product Information.*



For Customer Service Or Product
Information, Visit Our Website At
www.telephones.att.com

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INSTALLATION

Before You Install

Choose a location for the answering system near a modular telephone jack and a standard electrical outlet not controlled by a wall switch.



Use only the power cord supplied with this product.

If you need a replacement, call 1 800 222-3111.

Input: 120 V, 60 Hz.

Output: 6V AC, 350 mA.

Batteries

- You should install four fresh AA alkaline batteries in order to use this system in case of a power failure. The batteries are not necessary for operation other than during a power failure.
- When battery power is low, the LOW BATT light goes on. Replace the batteries promptly, to be able to make and answer calls, and receive and access messages in a power failure.

Table/Desk Installation

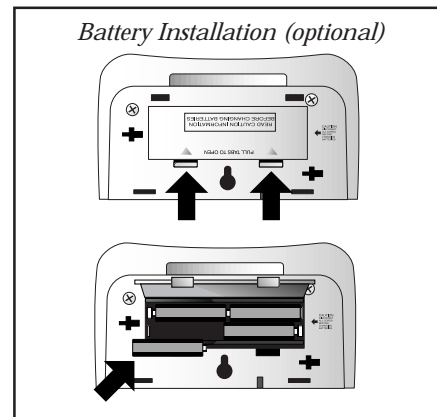
1 Remove the base.

Slide the base sideways as indicated by the REMOVE arrow (see illustration on page 2).

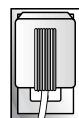
2 Install batteries as shown.

3 Reinstall the base.

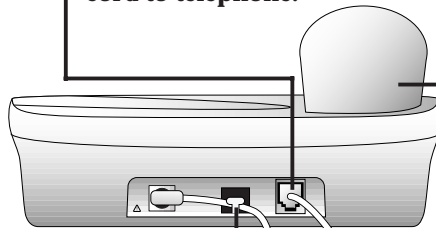
Turn the base so the larger end is toward the top of the telephone. Insert the base tabs into the slots, then slide sideways in the direction of the INSTALL arrow to lock the base into the phone. Turn the telephone right side up; it should sit flat on your table during use.



Standard
Electrical
Outlet



4 Connect the long line cord to telephone.



Strain-relief tab

Modular
Telephone
Jack




5 Connect the line cord to a modular wall jack.

6 Connect the handset to the telephone.

Plug one end of the coiled cord into the handset jack on the side of the phone. Plug the other end of the coiled cord into the handset, then hang up.

7 Connect the power cord.

The Message Window flashes  to indicate that you need to set the clock (see "Setting the Clock" in the ANSWERING SYSTEM OPERATION section of this manual).

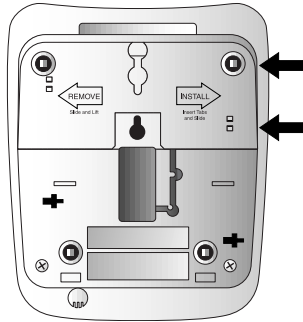
8 Check for dial tone.

Lift the handset and listen for a dial tone. If you don't hear a dial tone, see IN CASE OF DIFFICULTY.

INSTALLATION

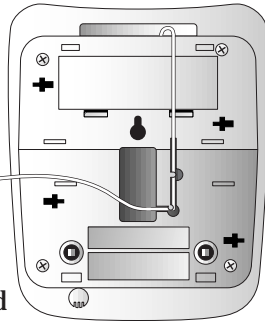
Wall Installation

- 1 Remove the base.**
Slide the base sideways as shown by the REMOVE arrow.

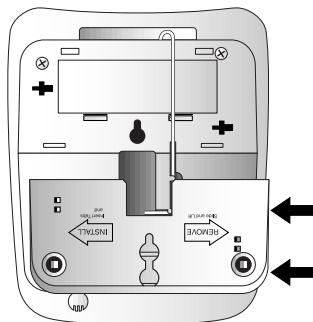
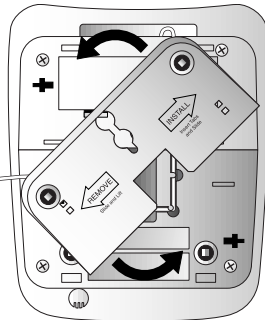


- 2 Install the batteries as shown in Step 2 under Table/Desk Installation.**

- 3 Connect the short line cord to the telephone.**
Plug the short line cord into the LINE jack on the back of the set. Feed the cord through the channel on the bottom of the set.



- 4 Reinstall the base.**
Turn the base so that the larger end is toward the bottom of the telephone. Insert the base tabs into the slots. Then slide sideways in the direction of the INSTALL arrow to lock the base onto the phone.



- 5 Reverse the handset tab.**

To mount the telephone on a wall, you must reverse the handset tab. This tab holds the handset when you hang up. Hold down the switchhook, and slide the tab up and out of its slot (*figure 1*). Turn the tab so that the end with the "hook" is up (*figure 2*). Then insert the tab back into its slot (*figure 3*).

figure 1

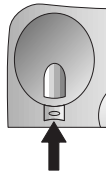


figure 2

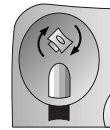
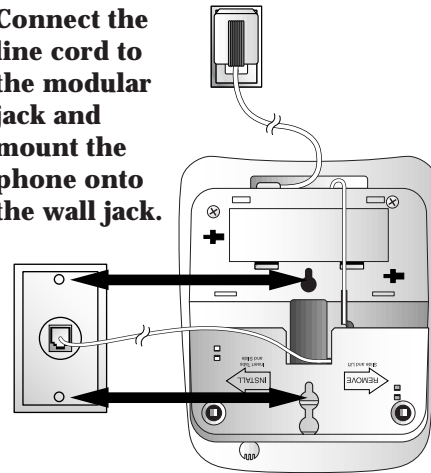


figure 3



- 6 Connect the line cord to the modular jack and mount the phone onto the wall jack.**



Plug the free end of the line cord into a modular wall jack. Make sure the cord snaps firmly into place. Place the phone on the wall jack mounting studs and pull down until it is held securely.

- 7 Follow Steps 6–8 under Table/Desk Installation.**

FEATURE SETUP

Turn System On/Off

Before proceeding to set up features, press **ON/OFF** to turn the system on. The PLAY/STOP light is on or blinking when the system is on.

Feature Setup

- 1 To enter Feature Setup mode, press and hold **SET UP** until the system announces *"Selected announcement is..."*
- 2 Press and release **SET UP** until the system announces the feature you want to set.

- 3 Press and release **ANNC/SKIP** or **MEMO/REPEAT** until the system announces the setting you want. Refer to the Feature Summary for options.

- 4 Press and release **SET UP** to set up the next feature listed on the Feature Summary
— **OR** —
Press and release **PLAY/STOP** to exit Feature Setup.

The new settings will be saved.

Feature Summary

Feature/System Announces	Options
Announce Select <i>"Selected announcement is..."</i>	Choose to record an announcement, or use the pre-recorded announcement. <ul style="list-style-type: none">• Select "Announcement A" when you want the system to record callers' messages. Select "Announce Only" when you want the system to play an announcement and then hang up.• If you select "Announcement A" and do not record an announcement, the system plays the pre-recorded announcement: <i>"Hello. Please leave a message after the tone."</i>• If you select "Announce Only" and do not record an announcement, the system will answer after 10 rings and announce <i>"No announcement."</i> See "Record Your Announcement" under ANSWERING SYSTEM OPERATION for recording instructions.
Number of Rings <i>"Number of rings is..."</i>	Choose how many times the line will ring before the system answers a call. <ul style="list-style-type: none">• Set for 2 to 7 rings, or choose Toll Saver 2/4 or Toll Saver 4/6.• When set to Toll Saver 2/4, the system answers after four rings when you have no new messages and after two rings when you do. Toll Saver 4/6 causes the system to answer after six rings when you have no new messages and after four rings when you do.
Audible Message Alert	When this feature is on, the system beeps every 15 seconds when you have new messages.
Remote Access Code <i>"Remote access code is..."</i>	Change the Remote Access Code to any three digit number from 500 to 999. Do not set to same number as Priority Calling Code. <ul style="list-style-type: none">• The Remote Access Code, preset to 500, allows you to access many features of this answering system remotely from a touch tone phone.• The system will prompt you to repeat Steps 2 and 3 of Feature Setup until you have set all three digits.

FEATURE SETUP

Feature Summary (cont'd)

Feature/System Announces	Options
Priority Call Code	Change the Priority Call Code to any three-digit number from 500–999. Code is preset to 999. Do not set to same number as Remote Access Code. See “Priority Calling Code” under ANSWERING SYSTEM OPERATION for information about using this feature.
Announcement Monitor	Choose ON to hear the announcement when your system answers a call. Choose OFF to have it silent on your end. (Your caller will still hear the announcement.) <i>NOTE: Volume must be set to a level you can hear to use Announcement Monitor.</i>
Number Announce (Please see <i>NOTE</i> below.)	When this feature is on the system will announce the caller’s telephone number between the second and third rings. <i>NOTE: When the Number Announce feature is on and Number of Rings is set for two rings or Toll Saver 2/4, the unit will answer after three rings to allow enough time for the system to announce the caller’s telephone number.</i>
Store Number (Please see <i>NOTE</i> below.)	When this feature is on, the system announces the caller’s telephone number when it plays back a message.
Accept Blocked Calls (Please see <i>NOTE</i> below.)	Choose ON to have the system accept all calls. Choose OFF to have the system respond to “blocked” calls with the pre-recorded announcement, “ <i>We’re sorry, blocked calls to this number cannot be accepted,</i> ” and hang up without recording a message.
Call Screening	Set the system to play callers’ messages as they are recorded (ON) or to remain silent while callers are recording messages (OFF). <i>NOTE: Volume must be set to a level you can hear to use Call Screening.</i>
Ring Select “Selected ring is...”	Choose from four possible ringer tones. You will hear a sample as you change the setting.

***NOTE:** For this feature to work, you must subscribe to Caller Identification service from your telephone service provider. There is a fee for this service, and it may not be available in all areas.*

Review Feature Setup

To review the current feature settings, press and release **SET UP**.

REMOTE OPERATION

Connect with the Answering System

You can access many features remotely from a touch tone phone.

- 1 Dial your telephone number.
- 2 When the system answers, enter your three-digit Remote Access Code during or after the announcement. The system announces the number of messages, then begins message playback. If the announcement continues to play after entering your code, wait for the announcement to end or press **#** to stop the announcement, then re-enter the code.
- 3 To use a remote access command (below), press **5** during message playback and wait for the two-beep signal.
- 4 Enter a remote access command.

Remote Access Commands

Function	Command
Voice help menu	Press 5 .
Play all messages	After the two beeps, wait four seconds for system to automatically play back all messages, or press 1 .
Play new messages	Press 2 .
Repeat a message	Press 4 while the message is playing.
Skip a message	Press 6 while the message is playing.
Stop message playback	Press 5 .
Save message	Hang up.
Delete message	Press and release 3 while the message is playing.
Delete all messages	After you have listened to all messages and heard the two beeps, press 3 3 .
Record announcement	Press * 7 ; after beep, record announcement, press 5 to stop. System plays back announcement.
Review announcement	Press 7 .
Record memo	Press # ; speak after beep; press 5 to exit.
Set the clock	Press * 8 . Follow prompts to set day, time, and year.
Change remote access code	Press * # . Follow prompts to set new code.
Turn system off	Press * 0 .
Turn system on	When system is off, it answers after 10 rings, announces " <i>The machine is off</i> ," then beeps twice. Press * 0 .
Memory full	When the memory is full, the system answers after 10 rings, announces " <i>Memory is full</i> ," then beeps twice. Enter your Remote Access Code and delete some or all messages. Press * 0 to make sure system is on before hanging up.
End remote access call	Press * 9 . The system announces " <i>The machine will now hang up</i> ," and disconnects the call.

TELEPHONE OPERATION

Dial Mode

This phone comes set to operate with touch tone service. If you have dial pulse (rotary) service, you will need to reset the dial mode. If you hear clicks (not tones) when you dial, you have dial pulse (rotary) service.

To change to dial pulse mode:

- 1 Press and release **PROGRAM**.
- 2 Press **#**, **#**, **#**, **3**.

To change back to touch tone mode:

- 1 Press and release **PROGRAM**.
- 2 Press **#**, **#**, **#**, **8**.

Hold

To put a call on hold, press and release **HOLD**. The **LINE STATUS** light will blink when a call is on hold.

To take a call off hold, press and release **HOLD**.

— **OR** —

Press **SPEAKER**.

— **OR** —

Lift the handset of this phone

— **OR** —

Lift the handset of another phone on the same line.

Flash

Press and release **FLASH** instead of pressing the switchhook to activate telephone company subscriber services such as Call Waiting or Three-Way Calling.

Redial

Press and release **REDIAL** to dial the last number you dialed. The last number you dialed (up to 24 digits) is stored in redial memory until you dial another number.

Temporary Tone

NOTE: If you have touch tone service, you do not need to use the Temporary Tone feature.

- 1 Dial the call, then press and release **✕**. Any buttons pressed after this send touch tone signals.
- 2 After you hang up, the phone automatically returns to dial pulse (rotary) dialing.

Mute

To mute a call, press and release **MUTE**. The **MUTE** light goes on.

To return to two-way conversation, press and release **MUTE**.

Mute is canceled if you switch from handset to speakerphone or from speakerphone to handset.

Ringer Volume

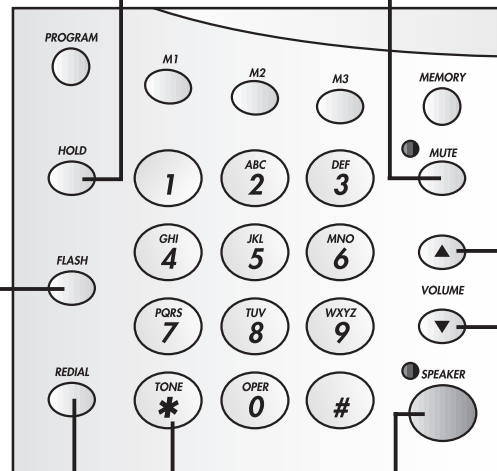
While not on a call, use **VOLUME** **▲** or **▼** to adjust the ringer volume. Setting to lowest level turns the ringer off. You will hear a three-beep tone when the ringer is turned off or set to highest level.

Handset/ Speakerphone Volume Control

While on a call or listening to messages, use **VOLUME** **▲** or **▼** to adjust the listening level. Press the top arrow to increase volume. Press the bottom arrow to decrease volume.

Making/Answering Calls

- 1 Lift the handset or press **SPEAKER**.
- 2 To end a call, hang up or press **SPEAKER**.
- 3 To switch from handset to speakerphone, press **SPEAKER**, then hang up. To switch from speakerphone to handset, lift the handset.



TELEPHONE MEMORY

This telephone can store up to 13 numbers (up to 24 digits each). You can keep a record of stored numbers on the directory card.

Storing One-Touch Numbers

- 1 Press **PROGRAM**.
- 2 Dial the number you're storing.
- 3 Press the one-touch location where you want to store the number.

Dialing One-Touch Numbers

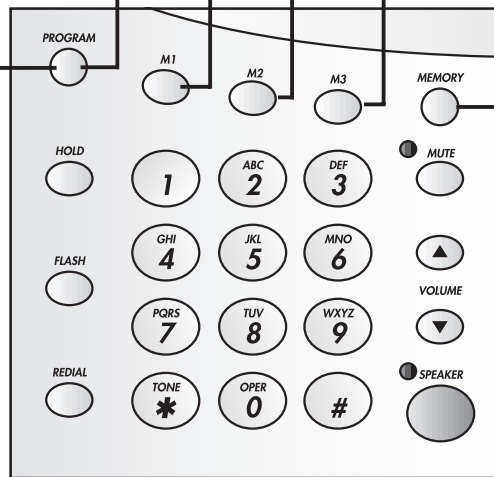
- 1 Lift the handset or press **SPEAKER**.
- 2 Press the one-touch location.

Storing Memory Numbers

- 1 Press **PROGRAM**.
- 2 Enter the telephone number you want to store. You will hear a beep each time you press a button.
- 3 Press **MEMORY**.
- 4 Enter a digit (0-9) where you want to store the number.

Dialing Memory Numbers

- 1 Lift the handset or press **SPEAKER** and listen for a dial tone.
- 2 Press **MEMORY**.
- 3 Press the memory location you want to dial (0-9).



Erasing Memory Numbers

To erase any number from memory, store another number in its place.

Storing a Pause in One-Touch or Memory Numbers

You can insert a pause in the dialing sequence by holding down the button immediately before the desired pause (you will hear one beep for each additional pause entered). For example, to store 9, pause, 555-1234, press and hold **9** until you hear the second beep, then press **5**, **5**, **5**, **1**, **2**, **3**, **4**.

ANSWERING SYSTEM OPERATION

Set the Clock

You must set the clock once so that the system announces the correct day and time with your messages. After this, if you subscribe to Caller ID, the system will automatically reset the clock each time new call information is received. (There is a fee for Caller ID service, and it may not be available in all areas.)

Press **PLAY/STOP** to exit at any time while setting the clock.

- 1 Press and hold **CLOCK** until the default day is announced.
- 2 To change the day setting, hold down **MEMO/REPEAT** or **ANNC/SKIP** until the correct day is announced. Then release the button.
- 3 Press and release **CLOCK**. The current hour setting is announced.
- 4 Repeat **Steps 2 and 3** to set the hours, minutes, and year.
- 5 The new day, time, and year are announced.

To check the clock, press and release **CLOCK**.

NOTE: In the event of a power failure, see the instructions on the bottom of the unit to reset the clock.

Record Your Announcement

Before using this answering system, you should record the announcement (up to three minutes long) that callers will hear when the system answers a call.

Callers can skip the announcement by pressing **#**.

- 1 Press and hold **ANNC/SKIP**. When the system beeps, speak toward the microphone normally, from about nine inches away.
- 2 To stop recording, release **ANNC/SKIP**. The system automatically plays back your announcement.

To review your announcement, press and release **ANNC/SKIP**.

NOTE: To erase your announcement and return to the pre-recorded announcement, press **DELETE** while your announcement is playing.

Answering Calls

When Announce Select is set to **A** and the system answers a call, the caller hears the announcement you recorded, followed by a beep. After the beep, the system begins recording your caller's message up to three minutes long.

Call Screening/Intercept

In Feature Setup, you can set the system so you can hear the callers' messages as they are recorded.

If you decide to speak with the caller, lift the handset of this or any telephone on the same line. The system stops recording and resets to answer calls. If the system doesn't disconnect immediately, press and release the telephone switchhook.

Priority Call Code

If a caller enters the code you provide (preset to 999) while your announcement is playing, the system will alert you with a special tone that a priority caller is on the line. Lift the handset or press **SPEAKER** to take the call.

If you do not answer, the caller can press **5**, wait for the double beep, press **#** and leave a message.

Privacy Playback

You can listen to your messages privately using the handset of this phone.

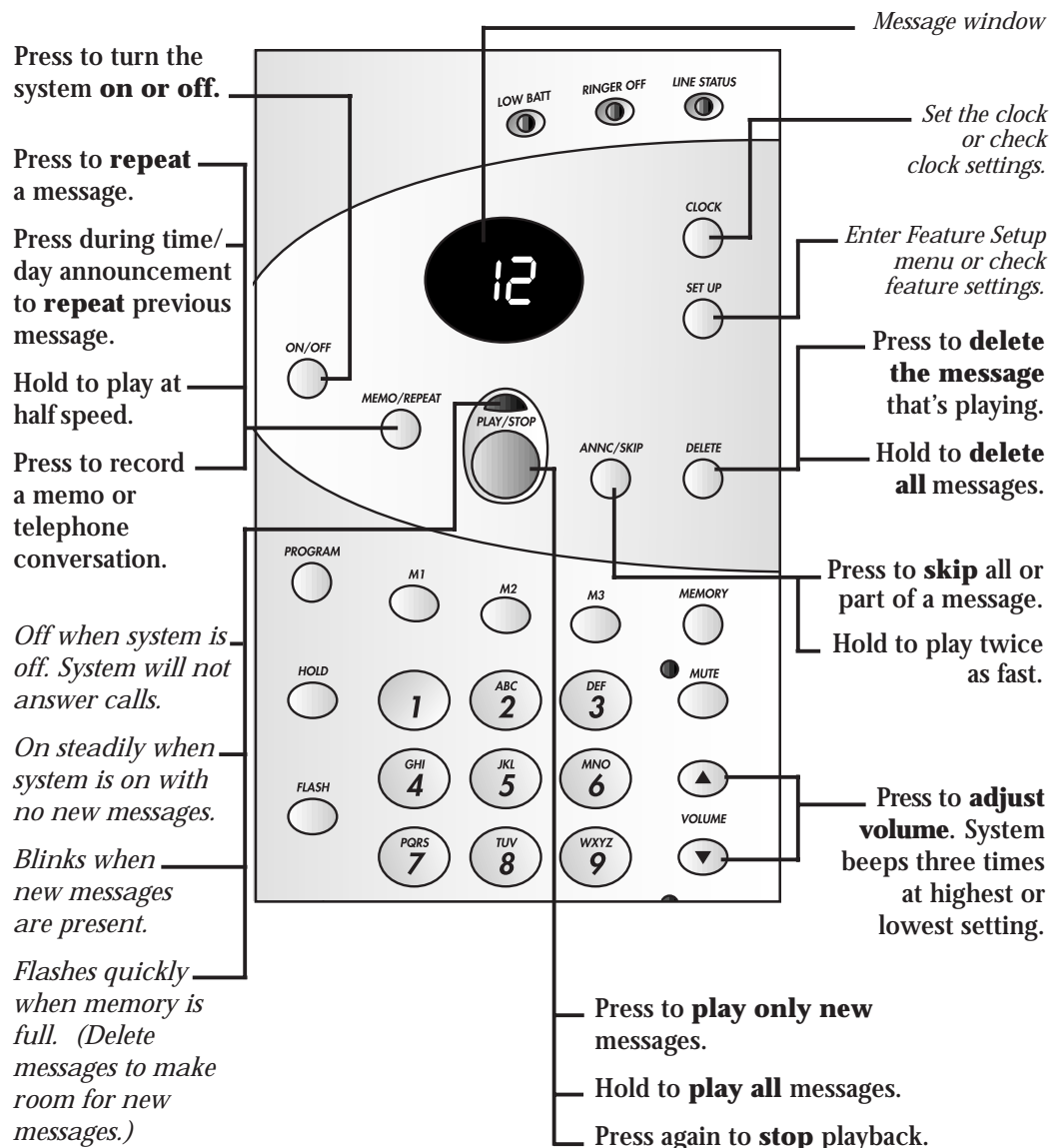
- 1 Press and hold **#** while lifting the handset of this phone.
- 2 Release **#**, then press **PLAY/STOP** to listen to messages.

ANSWERING SYSTEM OPERATION

Listen To, Save & Delete Messages

- The system automatically saves your messages until you delete them. You can store approximately 19 minutes of messages, memos, and announcements (up to a maximum of 100 messages).
- Before playing each message, the system announces the day and time the message was received. If Store Number is set to ON, the system also announces the caller's telephone number (see "Store Number" under FEATURE SETUP). After playing the last message, the system announces "*End of messages.*"
- You cannot delete a message until it's been reviewed; deleted messages cannot be recovered.

To operate the system, follow the instructions below. "Press" means press and quickly release the button. "Hold" means hold the button down until you hear the system respond.



ANSWERING SYSTEM OPERATION

Record a Memo

You can record a memo up to three minutes long to be stored as an incoming message.

- 1 Press and release **MEMO/REPEAT**. When the system beeps, speak toward the microphone.
- 2 To stop recording, press **PLAY/STOP**.
- 3 To play the memo, press **PLAY/STOP**.

Record a Phone Conversation

While on a call on the handset, you can record a conversation to be stored as an incoming message.

- 1 Press and release **MEMO/REPEAT**.
- 2 To stop recording, press **PLAY/STOP**.
- 3 To play the recording, press **PLAY/STOP**.

Memory Monitor

You can determine the system's remaining recording time.

- 1 If the system is on, press **ON/OFF** to turn the system off.
- 2 Press **ON/OFF** again to turn the system on. The system announces the remaining recording time in minutes. (If there is less than five minutes remaining, the system announces, *"The machine is on. Less than five minutes to record."*)

IN CASE OF DIFFICULTY

If you have difficulty operating this product, try the suggestions below. For Customer Service, visit our website at www.telephones.att.com or call 1 800 222-3111. **Please retain your receipt as your proof of purchase.**

Messages Are Incomplete

- The system can accept messages up to three minutes long. If a caller leaves a very long message, part of it might be lost when the system disconnects the call after three minutes.
- If the caller pauses for more than seven seconds, the system stops recording and disconnects the call.
- If the system's memory fills up during a message, the system stops recording and disconnects the call.


System Will Not Record Messages

- When memory is full, saved messages must be deleted before new messages can be recorded.
- If Announce Only is selected, no messages will be recorded.

Cannot Record a Conversation

You cannot record a conversation using the speakerphone. You must use the handset to record a conversation.

Incoming Messages are Not Heard During Recording

- Press VOLUME  until volume is at desired level.
- Make sure Call Screening is not set to OFF.

System Takes Longer Than Usual To Respond

If there are many messages recorded, the system may take longer than usual to respond audibly.

IN CASE OF DIFFICULTY

System Does Not Respond To Remote Commands

- Make sure you are calling from a touch tone phone. When you dial a number, you should hear tones. If you hear clicks instead, the phone is not a touch tone telephone.
- The answering system may not detect the Remote Access Code while your announcement is playing. Try waiting until the announcement is over before entering the code.
- There may be noise interference on the phone line you are using. Press dial buttons firmly.
- Make sure you are entering your Remote Access Code correctly.
- You might be calling from a phone that sends tones too short for your answering system to detect.
- If there are many messages recorded, the system may take longer than usual to respond.

System Does Not Answer After Correct Number of Rings

- If the Toll Saver feature is on, the number of rings changes from four to two, or six to four, when you have new messages waiting.
- In some cases, the system might be affected by the ringing system used by the local telephone company.
- If the system's memory is full or the system is off, the system answers after 10 rings.
- When Number Announce is on and Number of Rings is set to 2, system answers after three rings so it can announce caller's number.
- If Announce Only is selected and no announcement is recorded, system answers after 10 rings and announces "*No announcement.*"

Message Window Is Blank

- Make sure the power cord is securely connected (and threaded through the strain relief tab) to both the answering system and an electrical outlet not controlled by a wall switch.
- Press **ON/OFF** to make sure the system is on.

Message Window Displays

DE Delete

CL Clock needs to be reset

-- *Flashing* – System busy or in use

— **OR** —

Steady – System in Remote Access mode

F Memory is full

No Dial Tone

Make sure all plugs are connected properly. Check the line cord connections at the modular jack and at the telephone. Also check the coiled handset cord connections at both ends.

Call Cannot Be Dialed, or Is Dialed Slowly

- If you have pulse dialing service, you cannot dial numbers with the dial mode set to tone. See "Dial Mode" in the TELEPHONE OPERATION section of this manual for instructions. Set the dial mode to pulse, then hang up and dial again.
- If you have tone dialing service, you may be able to use either tone or pulse dialing mode. If you set the dial mode to tone, numbers are dialed much more quickly.

Telephone Does Not Ring

- Make sure the ringer volume is not turned off. If the RINGER OFF light is on, press VOLUME **▲** to adjust the ringer volume (see "Ringer Volume" under TELEPHONE OPERATION for details).
- If there are several other telephones on the same line, try disconnecting some of the other telephones. Having too many telephones connected can create problems such as low ringer volume, or impaired sound quality during calls.

Power Failure Recovery

If the system is disconnected from AC power it will not operate unless you have installed four fresh AA alkaline batteries. Your announcement and messages are retained in memory during a power failure even without batteries, but you will need to reset the clock.

If the message window displays **CL**, you need to reset the clock. See the instructions on the bottom of the unit.

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1818 Digital Answering System Remote Commands

To connect with your answering system:

- 1 Dial your telephone number from a touch tone phone.
- 2 When the system answers, enter your Remote Access Code.
The system announces the number of messages and begins message playback.
- 3 Listen to your messages

— OR —

Press [5] during message playback and wait for the two-beep signal before entering a remote command from inside this card.

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Press [5] during message playback and wait for the two-beep signal before entering a remote command from inside this card.

ONE KEY REMOTE COMMANDS

Play All	Play New	Delete
1	2 <small>ABC</small>	3 <small>DEF</small>
Repeat	Voice Help/ Stop	Skip
4 <small>GHI</small>	5 <small>JKL</small>	6 <small>MNO</small>
Review Announcement	Review Clock	Review Features
7 <small>PQRS</small>	8 <small>TUV</small>	9 <small>WXYZ</small>
TONE *	OPER 0	#

TWO KEY REMOTE COMMANDS

Turn system on or off	[X] 0
Delete all messages	3 3
Record announcement	[X] 7, speak after beep, press 5 to stop
Record a memo	[#], speak after beep, press 5 to stop
Change clock	[X] 8
Change remote access code	[X] #
End remote access call	[X] 9

ONE KEY REMOTE COMMANDS

Play All	Play New	Delete
1	2 <small>ABC</small>	3 <small>DEF</small>
Repeat	Voice Help/ Stop	Skip
4 <small>GHI</small>	5 <small>JKL</small>	6 <small>MNO</small>
Review Announcement	Review Clock	Review Features
7 <small>PQRS</small>	8 <small>TUV</small>	9 <small>WXYZ</small>
TONE *	OPER 0	#

TWO KEY REMOTE COMMANDS

Turn system on or off	[X] 0
Delete all messages	3 3
Record announcement	[X] 7, speak after beep, press 5 to stop
Record a memo	[#], speak after beep, press 5 to stop
Change clock	[X] 8
Change remote access code	[X] #
End remote access call	[X] 9